



*"People
helping people
help
themselves"*

Mitchell E. Daniels, Jr., Governor
State of Indiana

Division of Disability and Rehabilitative Services

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To: Consumers, Providers of Medicaid Waiver Services, and Stakeholders who Support Individuals with Disabilities

From: Peter A. Bisbecos, DDRS Director

Re: **DDRS 1st Quarter 2009 Bulletin**

Date: April 23, 2009

This document is the Quarterly Policy Bulletin for the Division of Disability and Rehabilitative Services (DDRS) for the 1st Quarter of 2009. If you experience any problems with receiving or opening this message and its attachment, please contact the BDDS Help Line at BDDSHelp@fssa.in.gov.

You are encouraged to share this bulletin with anyone you feel may have an interest in the policy changes described herein. Thank you.

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Reference #: DDRS Quarterly Bulletin (1Q2009)



I. BQIS Representative Payee Financial Transaction Review Process

The Division of Disability and Rehabilitative Services (DDRS) Bureau of Quality Improvement Services (BQIS) is pleased to announce a new process to ensure continuous improvement of our service delivery system for individuals with disabilities. The *Representative Payee Financial Transaction Review* process reflects our commitment to ongoing quality monitoring and building valid and reliable measures to assess outcomes for consumers and service providers.

The following information includes details about the BQIS Representative Payee Financial Transaction Review process. A flow chart of the process is also attached.

If you have questions or concerns relating to the review process or other BQIS initiatives, please contact us through the following resources:

- Phone: 317-234-1148 (Indianapolis) or 1-800-545-7763 Ext. 41148 (Toll Free Indiana)
- E-Mail: BQISHelp@fssa.IN.gov
- Website: www.ddrs.IN.gov

We thank you for your anticipated cooperation in this important process.

Bureau of Quality Improvement Services

Representative Payee Financial Transaction Reviews

A *Representative Payee Financial Transaction Review* is an evaluation process conducted by an independent reviewer to look at how a consumer's money is managed by the representative payee or person responsible for managing the individual's finances. BQIS, through a contract with Liberty of Indiana, has hired the CPA firm Thomas and Reed, LLC to conduct the Representative Payee Financial Transaction Reviews.

This review process may be applicable to any individual receiving funding through the Bureau of Developmental Disabilities Services (BDDS), i.e., residential living allowances (RLAs) and includes consumers who may be receiving Medicaid Home and Community Based waiver services.

The Representative Payee Financial Transaction Review may be initiated by BQIS in cases where there is suspected financial wrongdoing. These cases will be referred to Thomas and Reed, LLC and the review process will begin. RLAs are subject to the Representative Payee Financial Transaction Review. Comingled accounts that include State and Federal deposits, as well as expenditures, will be subject to review. Representative Payees that are fiduciaries of Federal funds who are non-responsive to requests, findings, and recommendations will be referred to the Social Security Administration for follow-up if there is suspected misconduct.

THE PROCESS

1. Discovery Phase

Thomas and Reed, LLC starts the Discovery Phase by contacting the Representative Payee. In most cases this is the residential habilitation services (RHS) provider. At this time, Thomas and Reed will request two (2) months of documents such as bills and receipts. The Representative Payee will have seven (7) business days to comply with this request. Upon receipt of the documents, Thomas and Reed will review the documentation and develop the preliminary findings.

If findings do not result in monetary payback: Thomas and Reed will issue a *draft report* of the findings and, if any, recommended corrective actions. This report will be released to the Representative Payee and State entities.

If findings do result in monetary payback: The review process will continue to the second phase (also called the 'Quantification Phase').

2. Quantification Phase

The Quantification Phase is similar to the Discovery Phase, but is a more in depth review of how an individual's personal funds are being managed. If the Quantification Phase is required then Thomas and Reed will contact the Representative Payee to request twelve (12) months worth of documents such as bills and receipts. The Representative Payee will have ten (10) business days to comply with this request. Upon receipt of the documents, Thomas and Reed will review the documentation and quantify the findings. The quantification will be sent to the Representative Payee in the form of a draft report which will include the findings from both the *Discovery Phase* and *Quantification Phase*, along with recommended corrective actions.

Quantification Payback Situations

If deemed necessary, a Representative Payee may be required to submit paybacks to the Recipient and/or the Indiana Family and Social Services Administration (FSSA) Audits Department. The FSSA Audits Department will collect and appropriately re-disperse the State RLA payback portion of the funds. If Federal monies are owed, the Representative Payee will pay back the Recipient. If the total payback amount causes the Recipient to be ineligible, the individual's Support Team must meet. This meeting must be held to determine how payback funds will be appropriately disbursed for the benefit of the Recipient so that they do not become ineligible for services.

3. Validation Phase

Upon receipt of a draft report, from either phase, Representative Payees are required to develop a Corrective Action Plan (CAP) and send to Thomas and Reed within ten (10) business days. Once approved, the CAP must be fully implemented no later than sixty (60) days of the date on the draft report. Thomas and Reed will follow up with the Representative Payee to validate that the CAP has been implemented by this deadline. Once validated, a final report will be sent to the Representative Payee, BQIS, BDDS, and the FSSA Audits Department.

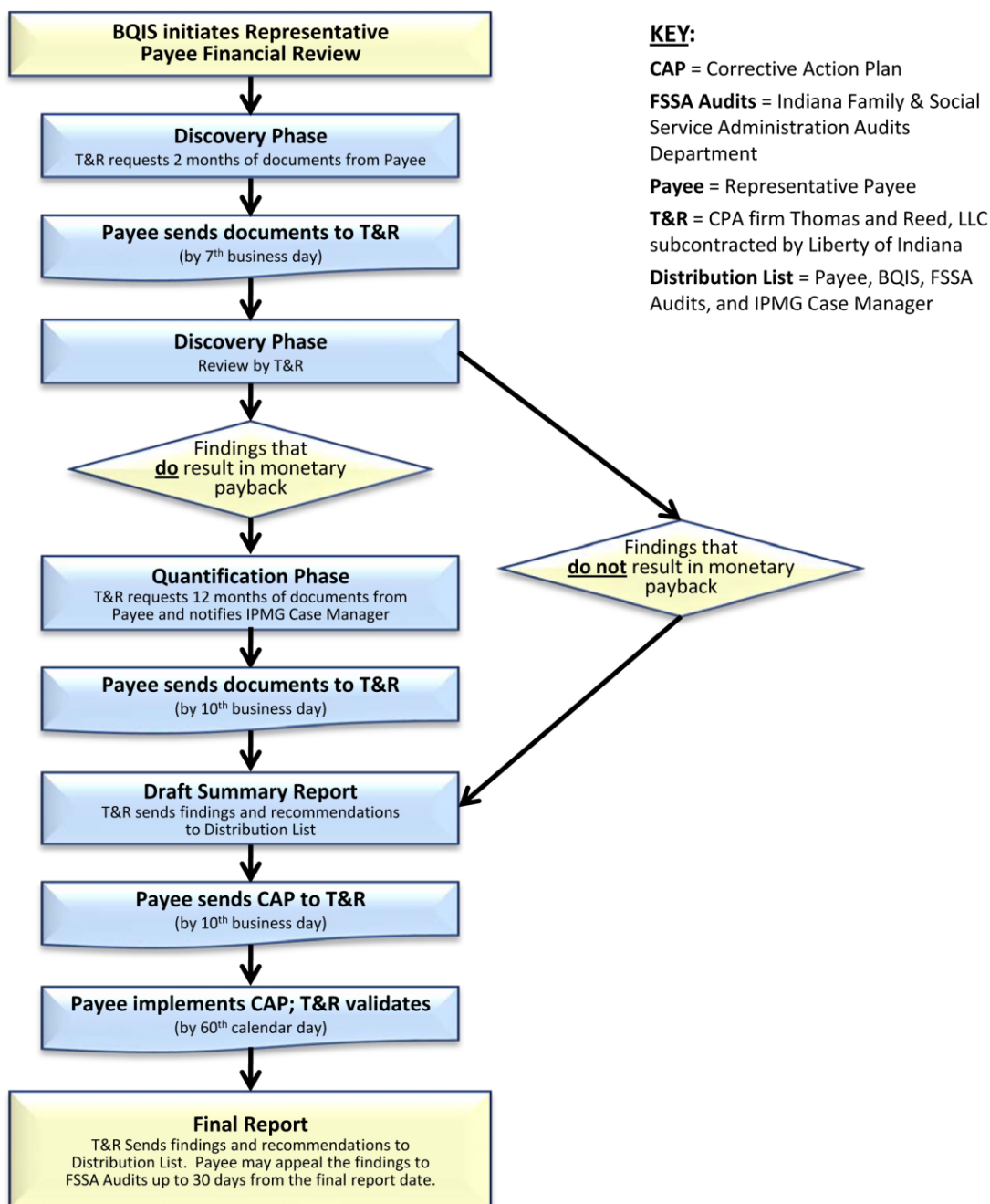
Appealing a Final Report

A Representative Payee may appeal a final report. The timeline for requesting an appeal begins when the Representative Payee receives a final report and ends thirty (30) days from the date on the final report. Appeals must be made directly to the FSSA Audits Department. During appeals, the Federal payback portion will be referred to the Social Security Administration for follow-up.

II. BQIS Representative Payee Financial Transaction Review Process Chart

Bureau of Quality Improvement Services

Representative Payee Financial Transaction Review Process



III. Supervised Group Living (SGL) Vacancy Reports

The Division of Disability and Rehabilitative Services (DDRS) Bureau of Developmental Disabilities Services (BDDS) issues this bulletin as a reminder to service providers of Supervised Group Living (SGL) settings regarding monthly Vacancy Reports. As an approved provider and partner with the state, your compliance with this policy helps us to maintain records and better serve the consumers in need of SGL services.

Timely and accurate reporting is necessary for the state to plan and facilitate placements into SGL residences. As of April 21, 2009, Vacancy Reports are required to be submitted and processed in the following manner:

- SGL providers are required to electronically submit Vacancy Reports to the local BDDS District Manager by the fifth (5th) business day each month.
- BDDS will compare submitted reports to the information on file and will contact the SGL provider if any discrepancies exist.
- BDDS will maintain an internal statewide Vacancy Report and will update monthly as new information is available.

If you have any questions regarding the SGL Vacancy Reports, please contact Juman Bruce, Assistant Director BDDS Operations :

E-mail: Juman.Bruce@fssa.IN.gov or Phone: (317) 232-7820.

Thank you.

IV. SGL Vacancy Reports Forms

Providers of Supervised Group Living (SGL) settings are required to electronically submit this Vacancy Report to the local BDDS District Manager by the fifth (5th) business day each month.

If you have any questions regarding the SGL Vacancy Reports, please contact Juman Bruce, Assistant Director BDDS Operations:

E-mail: Juman.Bruce@fssa.IN.gov or Phone: (317) 232-7820.

Agency Name:						BDDS District:		
Address	City	Licensed Capacity	Sex		Age Range	Licensure Category	County	Site Name
			Male	Female				

*[Electronic Version: SGL Vacancy Report Form](#) (SGLVP2009)

V. Core A & B Tests for Living in the Community: Medication Administration Curriculum

In 2004, the Division of Disability and Rehabilitative Services (DDRS) Bureau of Developmental Disabilities Services (BDDS) released a bulletin about the *Living in the Community: Medication Administration* Curriculum and coursework materials. Prior to this update, service providers were using materials dated 1999.

In keeping with best practice principles, BDDS requires all service providers of group homes certified by the Indiana State Department of Health (ISDH) to ensure your non-licensed direct support professionals (DSP) are trained and certified under the 2004 curriculum. It has come to our attention that some agencies have not yet transitioned from the 1999 to the 2004 materials.

As of July 31, 2009, certification under the 1999 curriculum will no longer be accepted and the following policies will apply:

- All DSPs hired after July 31, 2009 must be certified under the 2004 Core A and Core B curriculum minimum requirements and must demonstrate each step of medication administration (tablets and liquids) with 100% accuracy.
- DSP's who were certified under the 1999 curriculum may take the 2004 test and become certified without taking the 2004 course work by December 31, 2009.
- DSP's who were certified under the 1999 curriculum that do not pass the 2004 test for Core A or Core B (scores less than 85%) are required to take the course under the 2004 curriculum. They must also demonstrate each step of medication administration (tablets and liquids) with 100% accuracy by December 31, 2009.
- DSP's who do not meet the certification requirements of the 2004 curriculum for Core A & B and the return demonstration are not permitted to administer medication to consumers.

Please note that BDDS and the Bureau of Quality Improvement Services (BQIS) reserve the right to randomly request providers show proof of compliance with this policy.

Providers are responsible for setting their own training schedule. To assist nurses responsible for certifying DSPs under the 2004 curriculum, we are hosting two (2) refresher trainings and two (2) train-the-trainer sessions on the *Living in the Community: Medication Administration Manual – 2004 Curriculum*. There is no charge for this training; however, only licensed nurses employed by an approved BDDS provider may attend.

Train-the-Trainer Course: 8 hours

- July 21, 2009: 9:00 A.M. to 4:30 P.M.

Refresher Trainings: 4 hours

- May 28, 2009: 9:00 A.M. to 12:00 P.M.
- May 28, 2009: 12:00 P.M. to 4:00 P.M.
- June 11, 2009: 9:00 A.M. to 12:00 P.M.
- June 11, 2009: 12:00 P.M. to 4:00 P.M.

You will find more information relating to the *Train-the-Trainer* course and refresher trainings online at <http://www.in.gov/fssa/ddrs/3852.htm>. The web page includes the training outline, course manual (for download and printing), and dates/locations for future trainings.

If you have questions regarding this policy or related training sessions, please contact Juman Bruce through the following resources:

- Phone: 317-232-7820 or 1-800-545-7763 (Toll free Indiana)
- E-mail: juman.bruce@fssa.IN.gov
- Website: www.ddrs.IN.gov

We thank you in advance for your anticipated cooperation in this important process.